

Title VI Program Update

SFMTA Board of Directors
January 17, 2023

Title VI Overview

- <u>Title VI of the Civil Rights Act of 1964</u> prohibits discrimination on the basis of race, color or national origin (including the ability to read, speak, write or understand English) under any program or activity receiving federal financial assistance.
 - Impacts on low-income populations must also be considered based on a 1994 Executive Order
- Agency compliance is monitored by the Federal Transit Administration (FTA)
- The SFMTA's Title VI Program Update must be approved by the MTA Board of Directors and submitted to the FTA by February 1, 2023

General Program Requirements

- Applies to all recipients of federal funds
- Program Highlights:
 - Title VI Notice to the Public
 - Title VI Complaint Procedures
 - Public Participation Plan
 - Language Assistance Plan

Notice to the Public and Title VI Complaint Process

Title VI Notice

- Posted: SFMTA Website; SFMTA Offices and Public Access Areas; Vehicles and Transit Stations; Public Information Materials; Foldable Transit Maps
- Multilingual Free Language Assistance tagline: included on outreach materials, SFMTA.com, agency letterhead, etc.

Title VI Complaint Process:

- Title VI complaint forms are available in multiple languages at SFMTA.com and by calling 311.
- Customer service agents are trained to identify Title VI complaints; complaints are flagged and forwarded to our Title VI Complaints Manager for further action.

TITLE VI

The SFMTA, which runs Muni, does not discriminate on the basis of race, color or national origin. For more information or to file a complaint, visit SFMTA.com or contact 311.

La SFMTA, administradora de Muni, no discrimina por motivos de raza, color u origen nacional. Para más información o para presentar una queja, visite SFMTA.com o llame al 311.

Агенство SFMTA, управляющее работой транспортной системы Милі, не дискриминирует по признаку расы, цвета кожи или национального происхождения. Для получения дополнительной информации или подачи жалобы, посетите наш сайт SFMTA.com или позвоните по телефону 311.

三藩市公車局(SFMTA)負責營運Muni,不會基於種族、價色或原 國籍而產生歧視。欲了解更多資訊或提出投訴、請瀏覽網站 SFMTA.com 或聯絡311。

Cơ quan Giao thông Vận tải Thành phố San Francisco (SFMTA), đơn vị điều hành dịch vụ Muni, không phân biệt đối xử dựa trên chúng tộc, màu da hoặc nguồn gốc quốc gia. Để biết thêm thông tin hoặc nộp đơn khiếu nại, hãy truy cập trang mang SFMTA.com hoặc liên hệ tổng đài 311.

MUNI를 운행하는 SFMTA는 인종, 색깔 또는 국적에 기반하여 차 별을 하지 않습니다. 더 많은 경보가 필요하시거나 불만을 접수하시 려면, SFMTA.com를 방문하시거나 311에 연락을 주십시오.

L'office municipal des transports de San Francisco (SFMTA) qui gère Muni, ne fait aucune discrimination sur la base de la race, de la couleur ou de l'origine nationale. Pour plus d'informations ou pour déposer une plainte, visitez le site SFMTA.com ou contactez le 311.

Muniを運営するSFMTAは、人種や出身国で差別はしません。詳細情報または苦情についてはSFMTA.comまで問い合わせるか311までご連絡ください。

Ang SFMTA, na nagpapatakbo ng Muni, ay hindi nagdidiskrimina batay sa lahi, kulay ng balat o bansang pinagmulan. Para sa higit pang impormasyon o upang maghain ng reklamo, bisitahin ang SFMTA.com o tumawag sa 311.

SFMTA ซึ่งเป็นผู้ให้บริการ Muni ไม่เลือกปฏิบัติบนพื้นฐานของเชื้อ ชาติ สีผิว หรือแหล่งกำเนิก สำหรับข้อมูลเพิ่มเดิมหรือหากล้องการปืน เรื่องร้องเรียน โปรกไปที่ SFMTA.COM หรือติกล่อ 311.

منع هيئة الفل البلدية بمدينة سان فرانسيسكو SFMTA ، فتي تدير وسائل الفلل المام والسكك المحيدية المادية (Munis)، المهيز على اسائل العرق أو القرن أو الأمسل القومي لمزيد من المعلومات أو لفقهم المادية (Munis)، تعدد SMATA على السائل من المادة المادة



Language Assistance and Public Participation

Language Assistance Plan (LAP)

 How we identify, assess and meet the needs of, our limited-English proficient (LEP) communities within our service area, including preferred communication methods, vital topics of information and language assistance protocols

Public Participation Plan (PPP)

 Details the tools and methodologies we use to engage community partners and riders early and continuously in our decision-making processes; assesses preferred meeting topics and venues; and, how participants prefer to provide feedback

Data Collection

 Both plans were informed by an extensive data collection effort, beginning in July 2022 and included CBO leadership interviews, Community Conversations, in-language focus groups and a multilingual survey. Data was also collected via an internal employee survey and other data points, such as Language Line usage, Census and Department of Education data.

Transit Provider Requirements

- Service Standards and Policies
- Demographic and Service
 Profile Maps and Charts, and
 Ridership Information
- Documentation of Public Engagement Process for Title VI Transit Policies
 - Disparate Impact,
 Disproportionate Burden,
 Major Service Change
- Fare and Service Equity
 Analyses from 2019-2022
- Service Performance Monitoring



FTA's Terminology

- Minority¹ Census Block Group/Route = Census block group or route service area where proportion of residents who self-identify as any race/ethnicity other than white, not Hispanic or Latino is equal to or greater than the city-wide population of 60%
- Low Income Census Block Group/Route = Census block group or route service area where proportion of people who live in a household whose total income is below 200% of the federal poverty level is equal to or greater than the city-wide population of 20%
- 1 For the purposes of the 2022 Title VI Program Update, the SFMTA follows the terminology contained in FTA C4702.1B (e.g., minority) and incorporates the agency's preferred terms where contextually appropriate.

Service Performance Monitoring

- As part of Title VI program requirements, SFMTA is required to monitor service performance of:
 - Minority routes compared to Non-Minority routes
 - Low-income routes compared to Non-Low-Income routes
- Disparate impact or disproportionate burden is found if the results between the route classifications is greater than 8%
- Monitoring based on SFMTA's Service Standards and Policies

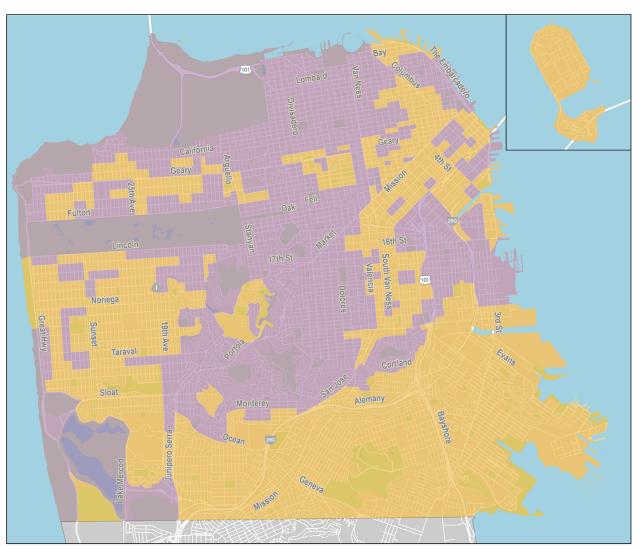
Service Standards

Standard Type	Service Standard	
Vehicle Load	Vehicle load at Max Load Point should not exceed planning capacity or average maximum load standards	
On-Time Performance	 Muni Metro, Rapid, Frequent, Grid, Historic and Specialized Routes: Less than 14% of trips with a service gap (headway adherence) Connector and Owl Routes: 85% on-time (schedule adherence) 	
Policy Headways	Scheduled headway should meet the defined policy headway minimum per route service category and time period *Specialized Routes: Headways are based on service demand	
Service Coverage	All residential neighborhoods within 1/4 mile of Muni stop	

Service Policies

Policy Type	Policy Standard	
Vehicle Assignment	Assign vehicles in a manner that prevents discrimination to BIPOC and low-income communities and considers technical criteria	
Transit Amenities	 Stop Markings and Flags Stop IDs Shelters and System Maps NextBus Display Station- Underground rail only 	

Demographics of Service Area



Minority Block Groups

October 2022

In the 2020 American Community Survey, 60% of San Francisco residents self-identified as Black, Indigenous or Other People of Color (BIPOC). This map highlights census-defined block groups where the proportion of the BIPOC population is greater than 60%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset B03002)

Minority Census Block Groups

Non-Minority
Minority



Scale 1:50,000

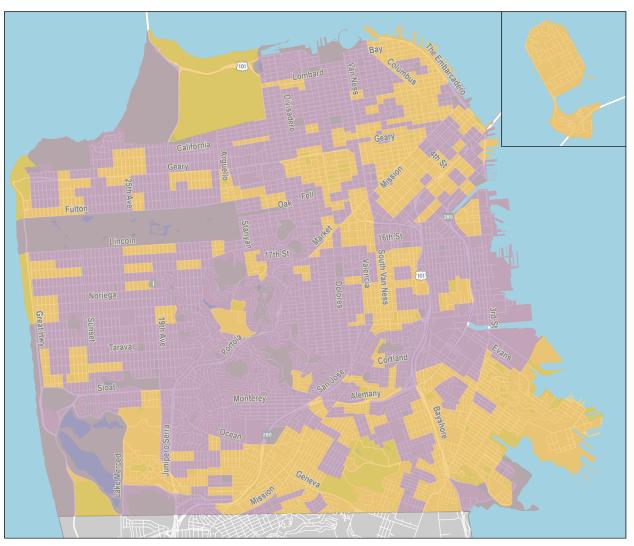
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For reference contact: TellMuni@sfmta.com

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Demographics of Service Area



Low-Income Block Groups

October 202

In the 2020 American Community Survey, 20% of San Francisco residents self-identified as living in a low-income household, defined at living on less than 200% of the federal poverty level. This map highlights census-defined block groups where the proportion of low-income households is greater than 20%.

Source: ACS 2016-2020 Five-Year Estimates (Dataset C17002)

Low-Income Block Groups

Non-Low-Income

Low-Income



Scale 1:50,000

Date Saved: 10/20/2022

For reference contact: TellMuni@sfmta.com

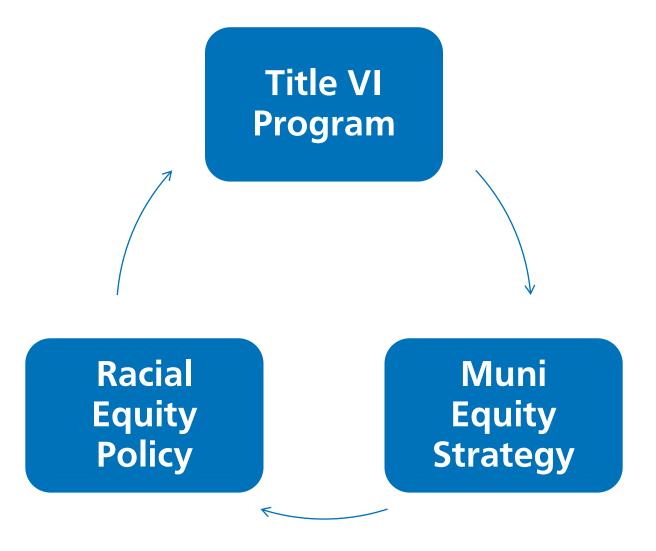
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Service Performance Monitoring Findings

Standard/Policy Type	Disparate Impact	Disproportionate Burden
Vehicle Load	No	No
On-Time Performance	No	No
Policy Headways	No	No
Service Coverage	No	No
Vehicle Assignment	No	No
Transit Amenities	No	No

Title VI & Other Equity Work



Questions?